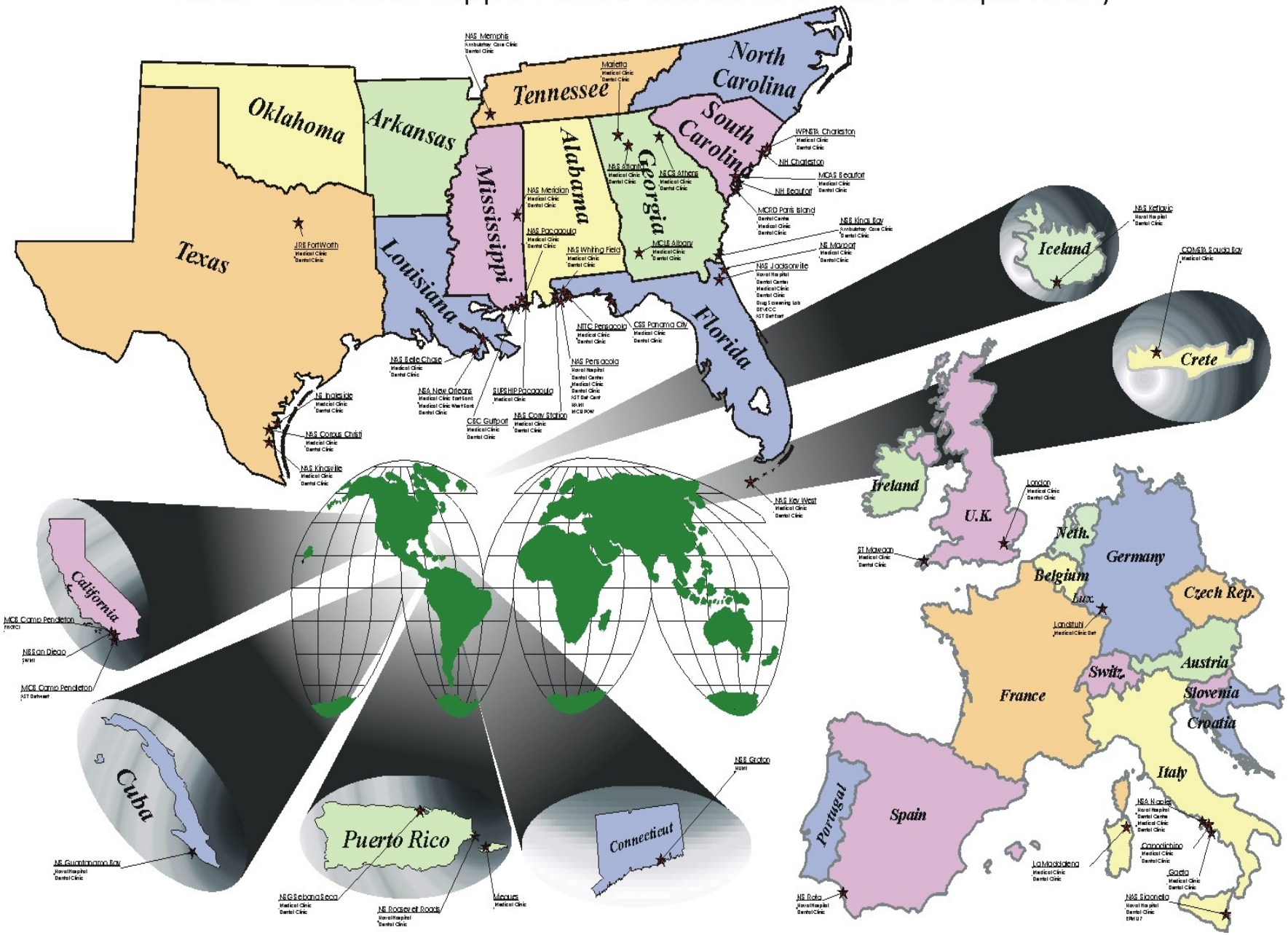
Naval Healthcare Support Office Jacksonville, Florida

2004

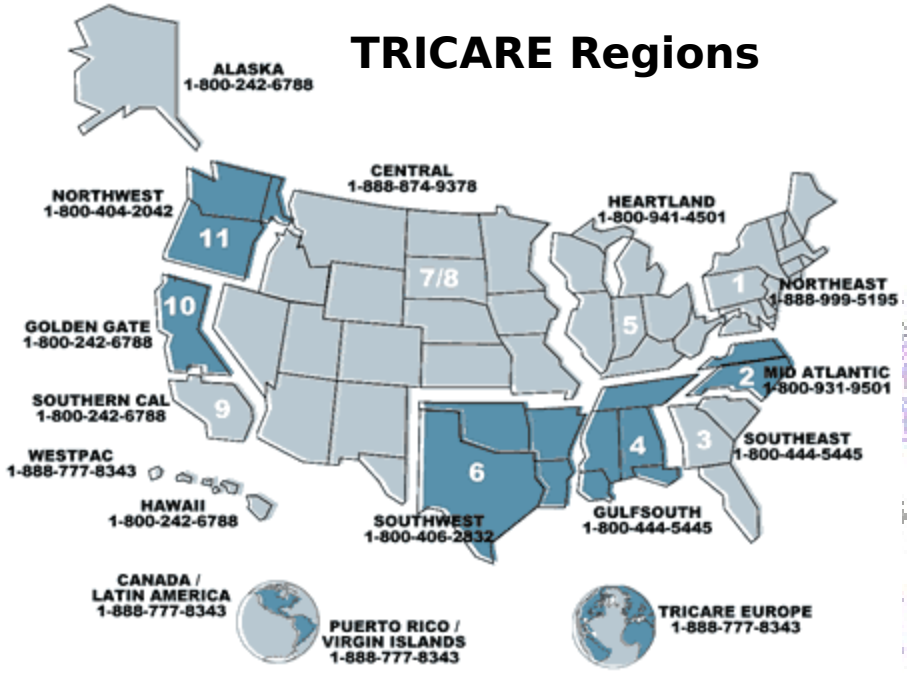
HSO Vision

To improve the health of our beneficiaries by providing resources and operational assistance to the MTFs and DTFs in our area of responsibility

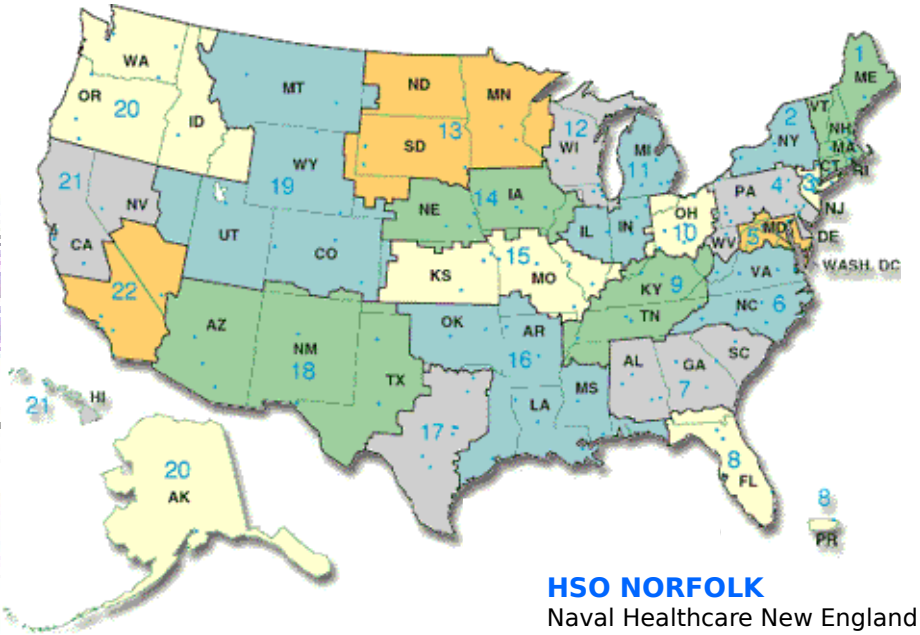
Naval Healthcare Support Office Jacksonville Area of Responsibility



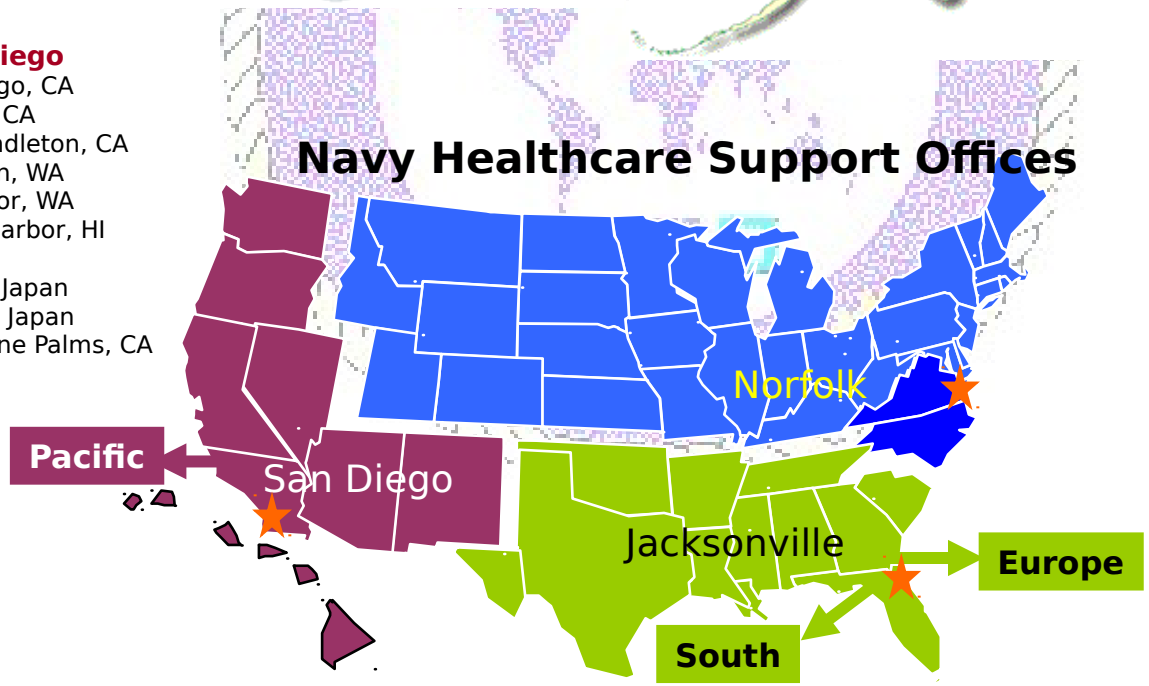
TRICARE Regions



Veterans Integrated Service Networ



Navy Healthcare Support Offices



HSO San Diego
NMC San Diego, CA
NH Lemoore, CA
NH Camp Pendleton, CA
NH Bremerton, WA
NH Oak Harbor, WA
NMCL Pearl Harbor, HI
NH Guam
NH Okinawa, Japan
NH Yokosuka, Japan
NH Twenty-nine Palms, CA

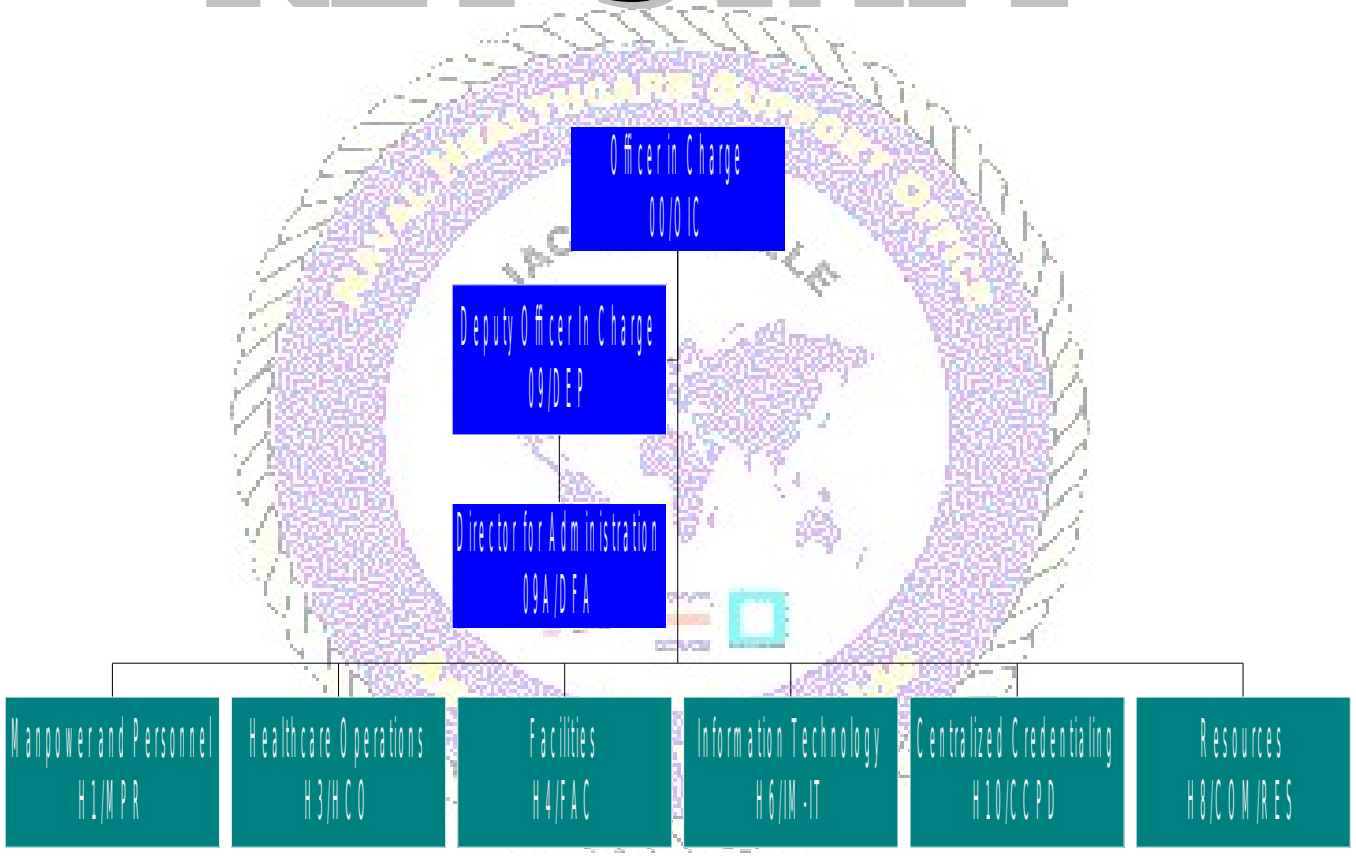
HSO NORFOLK
Naval Healthcare New England
NNMC Bethesda, MD
NMCL Annapolis, MD
NMCL Quantico, VA
NMC Portsmouth, VA
NH Great Lakes, IL
NH Cherry Point, NC
NMCL Patuxent River, MD
NH Camp Lejeune, NC

HSO JACKSONVILLE
NH Pensacola, FL
NH Jacksonville, FL
NH Corpus Christi, TX
NH Beaufort, SC
NH Charleston, SC
NH Guantanamo Bay, Cuba
NH Sigonella, Italy
NMCL London, UK
NH Naples, Italy
NH Rota, Spain
NH Keflavik, Iceland

HSO JAX AOR COMMANDS

- **Naval Hospital Beaufort**
  - BMC Beaufort MCAS
  - BMC Parris Island MCRD
- **Naval Hospital Charleston**
  - BMC Charleston WPNSTA
- **Naval Hospital Corpus Christi**
  - BMC Dallas
  - BMC Ingleside
  - BMC Kingsville
- **Naval Dental Center Europe**
  - BDC Bahrain
  - BDC Gaeta
  - BDC Keflavik
  - BDC La Maddalena
  - BDC Larissa, Greece
  - BDC London
  - BDC Rota
  - BDC Sigonella
  - BDC St. Mawgan
- **U. S. Naval Hospital Guantanamo Bay**
- **Naval Dental Center Gulf Coast**
  - BDC Corpus Christi
  - BDC Dallas
  - BDC Gulf Coast
  - BDC Gulfport
  - BDC Ingleside
  - BDC Kingsville
  - BDC Meridian
  - BDC Millington
  - BDC New Orleans
  - BDC Panama City
- **Naval Hospital Jacksonville**
  - BMC Albany
  - BMC Athens
  - BMC Jacksonville NAS
  - BMC Key West
  - NACC Kings Bay
  - BMC Marietta/Atlanta
  - BMC Mayport
- **U. S. Naval Hospital Keflavik NH**
- **U. S. Naval Medical Clinic, London**
  - NMC DET Landstuhl
  - BMC St. Mawgan
- **U. S. Naval Hospital Naples**
  - BMC Capodichino
  - BMC Gaeta
  - BMC La Maddalena
  - BMC Pinetamare
- **Naval Dental Center Parris Island**
  - BDC Beaufort MCAS
  - NDC Parris Island
- **NOMI Pensacola**
  - FHOTC CamPen CA
  - MCR POW Pensacola
  - NAMI Pensacola
  - NUMI Groton, CT
  - SWMI San Diego, CA
  - NOMI Det East, Norfolk, VA
  - NOMI Det Cent Pensacola
- **Naval Hospital Pensacola**
  - BMC Gulfport
  - BMC Meridian
  - NACC New Orleans
  - BMC Panama City
  - BMC Pascagoula
  - BMC Pensacola
  - BMC Pensacola NTTC
  - BMC Whiting Field
- **U. S. Naval Hospital Rota**
- **U. S. Naval Hospital Sigonella**
  - BMC Souda Bay
  - BMC Bahrain
  - BMC Larssa
- **Naval Dental Center Southeast**
  - BDC Albany
  - BDC Athens
  - BDC Atlanta
  - BDC Charleston
  - BDC Jacksonville NAS
  - BDC Key West
  - BDC Kings Bay
  - BDC Mayport NAVSTA

HSO JACKSONVILLE KEY STAFF



MANPOWER PERSONNEL AND DATA MANAGEMENT H-1

Manpower, Personnel & DATA MGMT

Primary Missions

1. **Review, analyze and make recommendations on all activity manpower change requests submitted within the AOR.**

2. **Maintain and provide monthly updates to the Activity Manpower and Personnel Processing System (AMPPS).**

3. **Provide webbased access to activity, billet and personnel data to all Claimant 18 activities in support of TMMCA and SPMS.**

4. **Identify and resolve all data quality issues in the manpower and personnel arena within the AOR.**

5. **Provide monthly updates for activity and billet data to RITPO in support of the Defense Medical Human Resource System Internet (DMHRSi).**

MPWR, PERS & DATA MGMT (cont.)

Primary Missions Continued

6. Prepare all MTFs and DTFs for DMHRSi deployment. Conduct pre-deployment on-site visits to ensure a smooth transition and data accuracy.
7. Provide training, technical and functional assistance on TMMCA, AMPPS, TFMMS and SPMS.
8. Assist to all activities within the AOR in maintaining up to date Activity Manpower Documents (AMD).
9. Develop, maintain and update the Expeditionary Medicine Platform Augmentation Readiness and Training System (EMPARTS) in support of Claimant 18's mobilization mission.
10. Provide time keeping functions for both civilian and military personnel using SPMS and SLDCADA.
11. Manage the Commercial Activities (CA) Program

HEALTHCARE OPERATIONS H3

HEALTHCARE OPERATIONS

- Business Planning
- Optimization
- DOD/VA Proposals
- BRAC Data
- Patient Admin
- Business Performance
- TRICARE Operations
- Homeland Security
- HIPAA Compliance

BUSINESS PERFORMANCE

Evolving Mission

- Consultative Support/Direct Assistance
  - Business Case Analysis
  - Project Review
  - Strategic Planning Support
  - Healthcare Delivery System
- Information/Data Resource
  - Multiple website links/information
    - Managed care performance reports
    - Clinical systems data integrity

BUSINESS PERFORMANCE (cont.)

Evolving Mission

- Business Planning/ Activity Support
  - Validate activity business related projects
  - Assist smaller activities with plan development
  - Tricare Lead Agent liaison
- Best Business Practices
  - BUMED support and implementation
  - AOR clearinghouse

CLINICAL PERFORMANCE

- Master Planning Initiatives
- Utilization Management
  - **Demand Management**
  - **Coding and Billing**
- Lead Agent Liaison
- Outcomes Monitoring

POPULATION HEALTH

- Disease Management
- Health Risk Assessment
- Case Management
- Health Outcomes
- Health Promotion/Wellness

Plans, Analysis, & Evaluation

- Improve quality of care through implementation of Clinical Practice Guidelines.
- Improve quality of decisions by improving clinical data quality.
- Improve clinical coding by implementing effective process control.

PLANS, OPERATIONS and MEDICAL INTELLIGENCE (POMI)

- Support BUMED (M3F) Readiness Division
- Assist MTF/DTFs with providing a ready force of personnel to augment operational units deployed worldwide during war, operations other than war, and peacetime exercises and deployments
- Provide regional oversight of the Medical Augmentation Program (MAP) and EMPARTS data analysis.
- Support operational training of medical, dental, and support personnel

EMERGENCY RESPONSE PREPAREDNESS

- Support AOR Commands Pre- and Post-Destructive Weather or Natural Disaster and Force Health Protection
  - **Pre-**
    - Coordinate Medical Response with Line Commands
    - Training
    - Equipment
    - Guidance
  - **Post-**
    - Onsite evaluation and assistance
    - Manpower and materiel
    - Liaison for all assistance requests

HIPAA Compliance

- Privacy: a policy and business process issue
- HIPAA Coordinator
  - Information conduit
  - Training oversight
- Compliance Specialist
  - Site visits to evaluate operational processes, guidance, and products to determine necessary changes.
  - Site visits complete April 03
  - Feedback complete May 03

Medical Records Oversight

- Auditing and Analysis
- Program Development and Maintenance
- Coding policies and procedures.
  - Medical record compliance
  - Data quality
  - Risk management
  - Quality assurance
  - Software programs

FACILITIES
H4

MILITARY CONSTRUCTION (MILCON)

- Provides area support for medical and dental facilities capital improvements including:
  - Planning and Programming
  - Design and construction management
  - Collateral equipment procurement and outfitting
  - Activation of new facilities.
- Participates in Basic Facility Requirements (BFR) determinations, Program for Design (PFD) development, and subsequent design process for all facilities.

MILCON (cont.)

- Budgets for and manages the acquisition of collateral equipment
- Participates in all planning, design and construction conferences and meetings associated with particular construction projects.
- Reviews floor plans and interior designs with activity personnel and A/E firm to ensure suitability, proper utility support and design fit.

SPECIAL PROJECTS

- Provides command facility managers with technical support, project development and information.
- Determines AOR-wide priorities for all special projects submitted through HSO to BUMED.
- Advocates AOR projects during the annual SPECIAL PROJECT PLANNING BOARD.
- Provides project design review services within AOR.

SPECIAL PROJECTS (cont.)

- Assists commands in obtaining funding for design and construction
- Reviews Specification for JCAHO, LIFE SAFETY, ADA, etc.
- Facility Managers Handbook Link (click here):

Information Management & Technology H6

Directorate of Information Services
DIS

- Functions as a business line that provides value-added service to the HSO's internal and external customers.

- Manages the Tri-HSO web site at
- https://nhso.med.navy.mil, which supports all three HSO's and provides key information to field activities.

DIS Goals

- Provide Information, Tools, and Services in a timely fashion to customers
- Support AOR IT Infrastructure Modernization Efforts for infrastructure sustainment
- Identify and Support Prototypes of Information Tools for clinical and business application
- Maintain HSO IT Infrastructure and Devices at a near state-of-the-art level
- Empower people through Continuous Learning and Professional Development
- Augment the NMIMC Mission where possible of eForce Protection, eHealth, and eBusiness

CENTRALIZED CREDENTIALS REVIEW AND PRIVILEGING DEPARTMENT (CCPD) H10

CCPD

- Supports the Surgeon General/Chief, Bureau of Medicine and Surgery in managing and maintaining individual credential files and individual professional files.

- Ensure that Naval Reserve healthcare providers are fully qualified to deliver the highest quality care for all eligible beneficiaries.

- Provides consistent interpretation of BUMED, SECNAV, and JCAHO standards and consultative services for **78** privileging authorities worldwide.

CCPD (cont.)

- Centralized Credentialing and Privileging Department
  - Maintains over **2,200** active Individual SELRES Credentials Files and **1,600** Individual Professional Files
  - Assumed the responsibility for more than **16,000** archived files, answering inquiries from outside sources
- Active Duty Medical/Dental Staff Service Department
  - Manages Navy program for credentials and privileging
- Centralized Credential Quality Assurance System Department
  - Navy Field Manager and Help Desk for the CCQAS program
- Supports the Executive Committee of the Medical/Dental staff
- Supports the Individual Professional File (IPF) Review Board

PRIVILEGING AUTHORITY

Officer in Charge, Naval Healthcare Support Office is the **delegated Privileging Authority** for:

- Naval Reserve Health Care Providers
- Commanding Officers of MTFs/DTFs.

EXECUTIVE COMMITTEE of the MEDICAL/DENTAL STAFF

- Composed of **8** Naval Reserve members and **5** active duty members, the majority of whom are physicians, per JCAHO standards. Also included is a reserve JAG officer acting as legal consultant.
- Meets monthly at HSO Jax
- Recommends privileging action on approximately **125** providers per month, based on reviews of their ICFs
- **Four core criteria:**
  - Education/Training,
  - Licensure/Certification,
  - Ability to Perform
  - Clinical Competency

INDIVIDUAL PROFESSIONAL FILE (IPF) REVIEW BOARD

- Reviews clinical support staff files (Nurse Corps & Dental Hygienists)
- Staffed by local drilling Naval Reservists
- Composition: 8 Nurse Corps officers
- Meetings - one Sunday per month
- Ensures mobilization readiness for Reserve clinical support staff

RESOURCES

H8

RESOURCES

Tools on the Resources Homeport

1. Resource Manager Tools
2. MTF/DTF Performance
3. Understanding Data & Systems
4. Customer Service
5. Stars-FL
6. MEPRS
7. SMART
8. Other Resource Systems
9. Clinical Business Systems

STATIC INFORMATION
NAVAL HEALTHCARE SUPPORT OFFICE JACKSONVILLE, FLORIDA

Shipping Address: H2005 Knight Lane Jacksonville, FL 32212-0140		**Mailing Address:** PO Box 140 Jacksonville, FL 32212-0140
Main Number: (904) 542- 7200 DSN: 942 Fax (904) 542-7205		**Duty Cell Phone:** (904) 504-7836
Officer in Charge **(904) 542-7201**		**Toll-Free Number:** **(800) 566-8494**

Fax Numbers

Admin (904) 542-7211	**Healthcare Operations** (904) 542-7205	**Facilities/MID** (904) 542-7208
CTB/CCPD (all Corps) (904) 542-7209/10/11	**Resource Management** (904) 542-7206	**Active-Duty Credentialing Support** (904) 542-7286